

DIR Contract Number: DIR-DCS-MSI-MSA-001

**Appendix 5 to
Ninth Amendment of
Master Services Agreement**

March 1, 2014

Change Log

CCR	Amendment	Date	Description
CN-00017	Amendment 2 Major reset	8-Jun-13	4A changes to accommodate changes made in 19A and 20A under the amendment.
CCR-00025	Amend 3 Payment changes on Attachment 19A.	30-Aug-12	Split TRN-1747-85 into 85 and 85b from Attachment 19A to accommodate training
CCR-00049	Amend 7 This Contract Change Request is to update changes from Law of Low Numbers to make consistent with XSLS Amendment. Updates due to true-up completion. 3, 3A, 3B, 4.	26-Feb-13	Updated business case tab (base charges year 1) and Tab 1 Base charges STM and Server Instances and Remedy Licenses. Rows
CCR-00062	Cap -Exadata - Amend 8-4A 4B 4D	1-Jun-13	Updated Tab 1 Base Charges and Tab 2 ARC RRC Rates to accomodate Exadata. Added new categories for Rate card tab 10. Updated tab 8 inflation sensativity to accomadate exadata. Made corrections to tab 5 and tab 6 for Net 225 085b, Net CC1-009, 010, originating from Amendment 2 20A info not being updated to 4a in amendment 2 processing. Corrected CON-297-067 to be CON-297-067a on tab 5 and 5a
CCR-00XXX	CAP - Amendment 9	1-Mar-14	*Updated Tabs 5 and 5a to add 6 BUR milestone payments for STA-087-014a, b, c, d, e, f. * Updated Tabs 1, 2 and 8 to add Appliances and Exadata Instances to STM Server Instances. * Added One-time Charges for DIR Customer Support - Print/Mail or Microsoft O365 only



**Attachment to Data Center Services
Multisourcing Service Integrator
Master Services Agreement**
DIR Contract No. DIR-DCS-MSI-MSA-001

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Capgemini America, Inc.

**Attachment 4-A
Service Provider Pricing Forms**

March 1, 2014

Updated Deal		Stub Period 7/12 - 8/12	Year 1 (FY13)	Year 2 (FY14)	Year 3 (FY15)	Year 4 (FY16)	Year 5 (FY17)	Year 6 (FY18)	6 Year Total
Base Charges		\$ 3,142,641	\$ 18,859,479	\$ 18,261,180	\$ 17,027,948	\$ 16,476,247	\$ 15,814,926	\$ 15,628,905	\$ 105,211,327
Pass Through Charges		\$ -	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 900,000
TnT Milestones		\$ 258,403	\$ 1,704,101	\$ 2,173,839	\$ 3,514,126	\$ 4,071,645	\$ 4,355,354	\$ 4,543,510	\$ 20,620,977
TOTAL		\$ 3,401,044	\$ 20,713,580	\$ 20,585,019	\$ 20,692,074	\$ 20,697,892	\$ 20,320,280	\$ 20,322,416	\$ 126,732,304

SOLD DEAL		Stub Period 7/12 - 8/12	Year 1 (FY13)	Year 2 (FY14)	Year 3 (FY15)	Year 4 (FY16)	Year 5 (FY17)	Year 6 (FY18)	6 Year Total
Base Charges		\$ 3,142,641	\$ 18,777,669	\$ 18,267,784	\$ 17,026,998	\$ 16,477,522	\$ 15,820,264	\$ 15,632,096	\$ 105,144,974
Pass Through Charges		\$ -	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 900,000
TnT Milestones		\$ 258,402	\$ 1,743,597	\$ 2,250,637	\$ 3,491,423	\$ 4,040,448	\$ 4,324,157	\$ 4,512,314	\$ 20,620,979
TOTAL		\$ 3,401,044	\$ 20,671,267	\$ 20,668,421	\$ 20,668,421	\$ 20,667,970	\$ 20,294,421	\$ 20,294,410	\$ 126,665,953

Variance		Stub Period 7/12 - 8/12	Year 1 (FY13)	Year 2 (FY14)	Year 3 (FY15)	Year 4 (FY16)	Year 5 (FY17)	Year 6 (FY18)	6 Year Total
Base Charges		\$ -	\$ 81,810	\$ (6,604)	\$ 950	\$ (1,275)	\$ (5,338)	\$ (3,191)	\$ 66,353
Pass Through Charges		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TnT Milestones		\$ 0	\$ (39,497)	\$ (76,798)	\$ 22,703	\$ 31,197	\$ 31,197	\$ 31,197	\$ (2)
TOTAL		\$ 0	\$ 42,313	\$ (83,402)	\$ 23,653	\$ 29,922	\$ 25,859	\$ 28,006	\$ 66,351

Detailed Base Charges (Annual Amounts in \$)

																			Option Years			
Resource Description	Stub Period 7/12 - 8/12	Year 1 9/12	Year 1 10/12	Year 1 11/12	Year 1 12/12	Year 1 1/13	Year 1 2/13	Year 1 3/13	Year 1 4/13	Year 1 5/13	Year 1 6/13	Year 1 7/13	Year 1 8/13	Year 2 (FY14)	Year 3 (FY15)	Year 4 (FY16)	Year 5 (FY17)	Year 6 (FY18)	6 Year Total	Year 7 (FY19)	Year 8 (FY20)	8 Year Total
MSI Services																						
CPU Hour	\$ 176,833	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 1,008,545	\$ 953,543	\$ 928,174	\$ 859,111	\$ 859,111	\$ 5,840,998	\$ 859,111	\$ 859,111	\$ 7,559,220
STM Server Instances*	\$ 1,148,113	\$ 570,850	\$ 570,850	\$ 570,850	\$ 570,850	\$ 545,208	\$ 545,208	\$ 545,208	\$ 545,208	\$ 545,208	\$ 545,208	\$ 545,208	\$ 545,208	\$ 6,379,482	\$ 5,949,877	\$ 5,599,883	\$ 5,335,927	\$ 5,149,906	\$ 36,208,250	\$ 5,149,906	\$ 5,149,906	\$ 46,508,062
Print Images	\$ 176,833	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 87,973	\$ 1,008,545	\$ 953,543	\$ 928,174	\$ 859,111	\$ 859,111	\$ 5,840,998	\$ 859,111	\$ 859,111	\$ 7,559,220
DIR Customer Support	\$ 476,344	\$ 235,283	\$ 235,283	\$ 235,283	\$ 235,283	\$ 235,283	\$ 235,283	\$ 235,283	\$ 235,283	\$ 235,283	\$ 235,283	\$ 235,283	\$ 235,283	\$ 2,588,063	\$ 2,266,087	\$ 2,194,025	\$ 2,131,113	\$ 2,131,113	\$ 14,610,146	\$ 2,131,113	\$ 2,131,113	\$ 18,872,372
Chargeback Users	\$ 168,784	\$ 88,943	\$ 88,943	\$ 88,943	\$ 88,943	\$ 88,943	\$ 88,943	\$ 88,943	\$ 88,943	\$ 88,943	\$ 88,943	\$ 88,943	\$ 88,943	\$ 1,300,941	\$ 1,103,073	\$ 1,092,931	\$ 1,060,297	\$ 1,060,297	\$ 6,853,636	\$ 1,060,297	\$ 1,060,297	\$ 8,974,231
Remedy Licenses	\$ 226,342	\$ 112,088	\$ 112,088	\$ 112,088	\$ 112,088	\$ 147,956	\$ 147,956	\$ 147,956	\$ 147,956	\$ 147,956	\$ 147,956	\$ 147,956	\$ 147,956	\$ 1,576,233	\$ 1,560,314	\$ 1,492,821	\$ 1,448,247	\$ 1,448,247	\$ 9,384,207	\$ 1,448,247	\$ 1,448,247	\$ 12,280,701
SCP Service Level Measures	\$ 338,861	\$ 166,766	\$ 166,766	\$ 166,766	\$ 166,766	\$ 166,766	\$ 166,766	\$ 166,766	\$ 166,766	\$ 166,766	\$ 166,766	\$ 166,766	\$ 166,766	\$ 1,818,310	\$ 1,692,889	\$ 1,695,479	\$ 1,587,724	\$ 1,587,724	\$ 10,722,178	\$ 1,587,724	\$ 1,587,724	\$ 13,897,625
Program Management	\$ 430,530	\$ 214,929	\$ 214,929	\$ 214,929	\$ 214,929	\$ 214,929	\$ 214,929	\$ 214,929	\$ 214,929	\$ 214,929	\$ 214,929	\$ 214,929	\$ 214,929	\$ 2,581,062	\$ 2,548,622	\$ 2,544,761	\$ 2,533,396	\$ 2,533,396	\$ 15,750,915	\$ 2,533,396	\$ 2,533,396	\$ 20,817,706
TOTAL MSI SERVICES	\$ 3,142,641	\$ 1,564,806	\$ 1,564,806	\$ 1,564,806	\$ 1,564,806	\$ 1,575,032	\$ 1,575,032	\$ 1,575,032	\$ 1,575,032	\$ 1,575,032	\$ 1,575,032	\$ 1,575,032	\$ 1,575,032	\$ 18,261,180	\$ 17,027,948	\$ 16,476,247	\$ 15,814,926	\$ 15,628,905	\$ 105,211,327	\$ 15,628,905	\$ 15,628,905	\$ 136,469,137

* STM Server Instances include Appliances, Exadata Instances, Enterprise File and Print Instances.

Monthly Unit Rates (ARCs/RRCs) (\$)

[illegible]

Pass-Through Expenses (\$)

									Option Years		
	Stub Period 7/12 - 8/12	Year 1 (FY13)	Year 2 (FY14)	Year 3 (FY15)	Year 4 (FY16)	Year 5 (FY17)	Year 6 (FY18)	6 Year Total	Year 7 (FY19)	Year 8 (FY20)	8 Year Total
MSI Services											
Security Assessment	\$ -	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 900,000	\$ 150,000	\$ 150,000	\$ 1,200,000
Other (insert description)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other (insert description)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other (insert description)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other (insert description)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other (insert description)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other (insert description)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other (insert description)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other (insert description)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 900,000	\$ 150,000	\$ 150,000	\$ 1,200,000

Transition and Transformation Charges (\$)

	Transition 1/12 - 6/12	Stub Period 7/12 - 8/12	Year 1 (FY13)	Year 2 (FY14)	Year 3 (FY15)	Year 4 (FY16)	Year 5 (FY17)	Year 6 (FY18)	Total
MSI									
Labor	\$ 6,482,530	\$ 886,311	\$ 5,080,280	\$ 969,000	\$ 270,549	\$ 183,549	\$ -	\$ -	\$ 13,872,219
Hardware	\$ -	\$ 2,296	\$ 129,444	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 131,740
Software	\$ 148,889	\$ 64,430	\$ 15,656	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 228,975
Software (Upgrade to n-1)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Travel	\$ 675,769	\$ 4,000	\$ 4,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 683,769
Hires/M&Ls	\$ 1,018,400	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,018,400
Consulting	\$ 834,291	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 834,291
Communications	\$ 96,526	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 96,526
Wall-to-Wall	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other (Specify)	\$ 133,400	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 133,400
Total	\$ 9,389,805	\$ 957,037	\$ 5,229,380	\$ 969,000	\$ 270,549	\$ 183,549	\$ -	\$ -	\$ 16,999,320

Category

Labor
Hardware
Software
Software (Upgrade to n-1)
Travel
Hires/M&Ls
Consulting
Communications
Wall-to-Wall

Definition

Labor costs of transition team not captured in categories below
Bubble hardware including shipping
Includes Access Fees for system software and data movement software
Cost to upgrade all software to a currency of at least "n-1"
Transition and Transformation team travel expenses
Hiring expenses and Moving and Living for transitioned employees.
Consolidation studies, Third party consultants (e.g., EMC Consultants), and transition planning
Transition bandwidth for data movement and cost to set-up communications
One-time wall-to-wall inventory of all in-scope equipment

Transition and Transformation Charges
Milestones and Payment Schedule
(\$)

					Scenario 1: One-Time Charges - Paid at Completion							
Critical Milestone	Reference Document	Completion Criteria Ref	Due Date (Comm +/- Months)		(a) Transition 1/12 - 6/12	Stub Period 7/12 - 8/12	Year 1 (FY13)	Year 2 (FY14)	Year 3 (FY15)	Year 4 (FY16)	Year 5 (FY17)	Year 6 (FY18)
MSI												
Transition Milestones												
DCS Integrated Transition Plans - Phase I Final	Attachment 19-A	PMO-0063-05	-4		\$ 38,405	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Service Management Processes & Tools Cutover	Attachment 19-A	SMT-0929-30	0		\$ 38,408							
SMM Phase II	Attachment 19-A	ENG-0133-11	0		\$ 3,821,548							
SMM Phase III	Attachment 19-A	ENG-0170-12	6				\$ 995,221					
SLA Reporting User Acceptance Testing	Attachment 19-A	SPR-0987-34	-1		\$ 214,320							
Operational Reporting User Acceptance Testing	Attachment 19-A	SPR-1015-36	0		\$ 117,876							
Service Catalogue Load & Validate Base Data	Attachment 19-A	CAT-1037-39	0		\$ 995,221							
Update Disaster Recovery Plans - Contact information and activation, notification and declaration processes & procedures	Attachment 19-A	SCO-1187-50	0		\$ 126,953							
DR Plan Updates due to Transition Changes	Attachment 19-A	SCO-1193-51	6		\$ 338,542							
DR Gap Analysis & Proposal for Remediation	Attachment 19-A	SCO-1197-52	6		\$ 253,906							
Chargeback Deployment	Attachment 19-A	CHB-1422-63	1		\$ 682,863	\$ 113,810						
Service Desk Cutover & Early Life Support	Attachment 19-A	SDK-1483-66	0		\$ 528,622							
PMO - Request & Project Management Processes	Attachment 19-A	OPM-1520-68	0		\$ 470,186							
Portal Final Service Catalogue Data Load & Signoff	Attachment 19-A	POR-1630-74	0		\$ 318,492							
Training Complete Phase I	Attachment 19-A	TRN-1747-85	2				\$ 1,733,353					
Training Complete Phase II	Attachment 19-A	TRN-1747-85.b	6				\$ 192,595					
Transformation Milestones - Stabilization					\$ 0							
Server Backup and Recovery Infrastructure in CDCs Finish.	Attachment 20A	STA-087-014	11/1/2013					\$302,127				
Server Backup and Recovery for the LDC and Remote Infrastructure (Austin Data Center and San Angelo Data Center-Phase 1)	Attachment 20A	STA-087-014a	1/1/2014					\$188,829				
Server Backup and Recovery for the LDC and Remote Infrastructure (Winters-Phase 2), BUR SMM documentation, and Reporting Tool Strategy	Attachment 20A	STA-087-014b	3/1/2014					\$75,532				
Transformation Portal	Attachment 20A	STA-087-014c	6/1/2014					\$83,085				

					Scenario 1: One-Time Charges - Paid at Completion							
Critical Milestone	Reference Document	Completion Criteria Ref	Due Date (Comm +/- Months)		(a) Transition 1/12 - 6/12	Stub Period 7/12 - 8/12	Year 1 (FY13)	Year 2 (FY14)	Year 3 (FY15)	Year 4 (FY16)	Year 5 (FY17)	Year 6 (FY18)
Implementation	Attachment 20A	STA-087-014d	11/1/2014					\$83,085				
Server Backup and Recovery Stabilization Finish	Attachment 20A	STA-087-014e	2/1/2015					\$22,660				
Service Request Backlog Eliminated	Attachment 20A	REQ-112-018	15				\$ 243,425					
Solution and Project Backlog Eliminated	Attachment 20A	RFS-138-022	12				\$ 278,649					
Problem Backlog Stabilization -Implementation	Attachment 20A	PRB-158-028	12			\$ 234,788						
Availability Management Transformation Completed	Attachment 20A	AVL-191-030	2.25				\$ 261,257					
Capacity Management Transformation Completed	Attachment 20A	CAP-205-033	5			\$ -	\$ 287,610					
Conduct Chargeback Stabilization Activities	Attachment 20A	CHG-165-034	12				\$ 649,999					
Transformation Milestones - Other												
Server Consolidation Completion - 2012 Bundle 1	Attachment 20A	CON-255-039			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Server Consolidation Completion - 2013 Bundle 2	Attachment 20A	CON-258-041	9				\$ 254,451					
Server Consolidation Completion - 2013 Bundle 3	Attachment 20A	CON-261-043	12				\$ 190,838					
Server Consolidation Completion - 2013 Bundle 4	Attachment 20A	CON-264-045	15				\$ 167,583	\$ 23,255				
Server Consolidation Completion - 2013 Bundle 5	Attachment 20A	CON-267-047	18					\$ 190,838				
Server Consolidation Completion - 2014 Bundle 6	Attachment 20A	CON-270-049	21					\$ 190,838				
Server Consolidation Completion - 2014 Bundle 7	Attachment 20A	CON-273-051	24					\$ 190,838				
Server Consolidation Completion - 2014 Bundle 8	Attachment 20A	CON-276-053	27					\$ 190,838				
Server Consolidation Completion -2014 Bundle 9	Attachment 20A	CON-279-055	30					\$ 182,392	\$ 8,808			
Server Consolidation Completion -2015 Bundle 10	Attachment 20A	CON-282-057	33						\$ 63,613			
Server Consolidation Completion - 2015 Bundle 11	Attachment 20A	CON-285-059	36						\$ 63,613			
Server Consolidation Completion - 2015 Bundle 12	Attachment 20A	CON-288-061	39						\$ 63,613			
Server Consolidation Completion - 2015 Bundle 13	Attachment 20A	CON-291-063	42							\$ 63,613		
Server Consolidation Completion - 2016 Bundle 14	Attachment 20A	CON-294-065	45							\$ 63,613		
Server Consolidation Completion - 2016 Bundle 15	Attachment 20A	CON-297-067a	48							\$ 56,323		
Server Build Process Improvements Complete	Attachment 20A	STA-300-069	1				\$ 127,226					
Complete the Triage Refresh	Attachment 20A	STA-303-072	1						\$ 70,903	\$ -		
Update Runbooks Complete	Attachment 20A	STA-305-074	12				\$ 127,226	\$ -				
Email Software Currency	Attachment 20A	STA-307-076	3				\$ 127,226					
Remediate Servers without Monitoring	Attachment 20A	STA-309-078	12				\$ 127,226					
Remediate Threshold gap	Attachment 20A	STA-311-080	4				\$ 127,226					
Network Stabilization Finish	Attachment 20A	NET-223-085b	12				\$ 127,226	\$ -	\$ -			
Network Implementation Rolling Migration Strategy to move Servers from Old LAN to new LAN environment.	Attachment 20A	NET-CC1-009	6				\$ 127,226	\$ -	\$ -			
Network Implementation Rolling Migration Plan Phase I to move Servers from Old LAN to NEW Network environment.	Attachment 20A	NET-CC1-010	10				\$ 254,451	\$ -	\$ -	\$ -		
Annual Security Plan 2012	Attachment 20-A	RSP-346-124a	3				\$ 126,953					
Total					\$ 7,945,343	\$ 475,551	\$ 6,400,011	\$ 1,724,317	\$ 270,549	\$ 183,549	\$ -	\$ -

Service Provider Investments (Annual Amounts in \$)

[illegible]

Termination Charges (Annual Amounts in \$)

								Option Years	
Stub Period		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
7/12 - 8/12		(FY13)	(FY14)	(FY15)	(FY16)	(FY17)	(FY18)	(FY19)	(FY20)
TERMINATION FOR CAUSE									
Unrecovered transition and transformation charges									
Fair market value of Vendor-owned equipment									
Severance payments									
TOTAL TERMINATION CHARGES		-	-	-	-	-	-	-	-

TERMINATION FOR CONVENIENCE																		
MSI																		
Unrecovered transition and transformation charges	\$	11,200,000	\$	12,540,000	\$	13,290,087	\$	10,412,529	\$	7,974,990	\$	4,846,949	\$	2,472,831	\$	-	\$	-
Fair market value of Vendor-owned equipment/Software	\$	2,798,269	\$	2,736,069	\$	1,958,389	\$	1,926,854	\$	1,892,521	\$	1,402,033	\$	1,066,426	TBD	TBD	TBD	TBD
Third Party Cancellation Fees	\$	2,430,000	\$	2,430,000	\$	2,370,000	\$	1,560,000	\$	970,000	\$	720,000	\$	420,000	TBD	TBD	TBD	TBD
Severance payments	\$	4,475,000	\$	4,475,000	\$	3,925,000	\$	3,400,000	\$	3,300,000	\$	3,200,000	\$	3,200,000	TBD	TBD	TBD	TBD
Total	\$	20,903,269	\$	22,181,069	\$	21,543,476	\$	17,299,383	\$	14,137,511	\$	10,168,982	\$	7,159,257	\$	-	\$	-

Inflation Sensitivity

								Option Years	
Resource Description	Stub Period 7/12 - 8/12	Year 1 (FY13)	Year 2 (FY14)	Year 3 (FY15)	Year 4 (FY16)	Year 5 (FY17)	Year 6 (FY18)	Year 7 (FY19)	Year 8 (FY20)
MSI Services									
CPU Hour	n/a	n/a	88%	88%	88%	88%	88%	88%	88%
STM Server Instances *	n/a	n/a	88%	88%	88%	88%	88%	88%	88%
Print Images	n/a	n/a	88%	88%	88%	88%	88%	88%	88%
DIR Customer Support	n/a	n/a	88%	88%	88%	88%	88%	88%	88%
Chargeback Users	n/a	n/a	88%	88%	88%	88%	88%	88%	88%
Remedy Licenses	n/a	n/a	88%	88%	88%	88%	88%	88%	88%
SCP Service Level Measures	n/a	n/a	88%	88%	88%	88%	88%	88%	88%
Program Management	n/a	n/a	88%	88%	88%	88%	88%	88%	88%
Rate Card	n/a	n/a	88%	88%	88%	88%	88%	88%	88%

* STM Server Instances include Appliances, Exadata Instances, Enterprise File and Print Instances.

Service Provider Assumptions

Service Provider will provide all assumptions used in pricing these Services. Service Provider will annotate those assumptions which will impact price.

Rate Card
(\$)

Resource Type	Hourly Rate	Monthly Rate
Solution Architect Level 1	\$ 141	\$ 22,560
Solution Architect Level 2	\$ 161	\$ 25,760
Technology Architect Level 1	\$ 141	\$ 22,560
Technology Architect Level 2	\$ 161	\$ 25,760
Network Specialist Level 1	\$ 82	\$ 13,120
Network Specialist Level 2	\$ 92	\$ 14,720
Project Manager Level 1	\$ 106	\$ 16,960
Project Manager Level 2	\$ 127	\$ 20,320
Systems Analsyst Level 1	\$ 72	\$ 11,520
Systems Analsyst Level 2	\$ 106	\$ 16,960
Business Analyst Level 1	\$ 80	\$ 12,800
Business Analyst Level 2	\$ 92	\$ 14,720
Senior Program Manager	\$ 150	\$ 24,000
Program Manager	\$ 130	\$ 20,800

Used 160 hours per month for the Hourly to Monthly Rates
Rates include Travel Cost

Resource Type	Minimum Yrs Exp in Role	Total Experience		Role Description	Qualifications
Solution Architect 1	3 Yrs	5 Yrs	i.	relationship with other projects within the context of a given program	Strong consultative skills at a cross functional level
			ii.	Understand latest architecture, technology, solutions, and industry trends	Analysis level Modeling, activity diagrams, business use cases, business rules, and system level features
			iii.	Serve as part of the team which is responsible for high level architecture and design of project solution	Broad based platform and technical exposure
			iv.	Serve as the key client-facing technical resource and focus on systems rather than on specific technologies	Good presentation & communication skills: Ability to translate and clearly formulate technical issues

Resource Type	Minimum Yrs Exp in Role	Total Experience		Role Description	Qualifications
Solution Architect 2	5 Yrs	7 Yrs	i.	All selected responsibilities associated with Solution Architect - Level I	Strong project and team management skills
			ii.	Responsible for end-to-end architectural integrity and the relationship with other projects within the context of a broader program	Analysis level Modeling, activity diagrams, business use cases, business rules, and system level features
			iii.	Consult with business and technical leaders to identify and scope the business opportunities, outline potential value and ROI, and identify risks and constraints	Broad based platform and technical exposure
			iv.	Serve as the primary client-facing technical resource and focus on systems rather than on specific technologies	Good presentation & communication skills: Ability to translate and clearly formulate technical issues
Technology Architect 1	2 Yrs	4 Yrs	i.	Understand latest architecture, technology, solutions, and industry trends	Knowledge of technology infrastructure and server topology
			ii.	Provide technical leadership and is responsible for the delivery of the technical architectural design, strategies and plans on an ongoing basis	Knowledge of distributed, heterogeneous (Windows, Unix, etc) scalable systems design
			iii.	Manage configuration and layout of enterprise infrastructure	(security, content management, eCommerce, web, and application servers)
			iv.	Perform necessary infrastructure maintenance	Knowledge of high availability/fault-tolerant systems design and transparent application fail-over
Technology Architect 2	4 Yrs	6 Yrs	i.	All selected responsibilities associated with Technology Architect - Level I	Advanced knowledge of distributed, heterogeneous (Windows, Unix, etc) scalable systems design
			ii.	Lead development of policies, standards, and guidelines that direct the selection, development, implementation and use of Infrastructure and Information Technology within the enterprise	Advanced knowledge of internet, intranet, and extranet systems design (security, content management, eCommerce, web, and application servers)
			iii.	Work with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets and align the business goals with its IT strategy	Advanced knowledge of high availability/fault-tolerant systems design and transparent application fail-over
			iv.	Perform infrastructure capacity planning and ensure system environments are adequately scalable for anticipated growth and availability	Advanced knowledge of relational and spatial database design, logical and physical system architecture, and object-oriented analysis and design
Network Specialist 1	2 Yrs	3 Yrs	i.	Setup, configure, and support internal and/or external networks and maintain all systems, applications, security, and network configurations	Certification preferred - Current CCENT & CCNA certifications preferred and working towards higher level certification such as CCNP, CCSP, CCVP, CCIE, etc
			ii.	systems	Proficiency in networking concepts
			iii.	Perform network design upgrades and hardware reconfigurations	Experience working in medium to large network environments
			iv.	Provide technical support to network Service Desk or customer operations, if requested	Proficiency in analytical, project planning, negotiating, interpersonal and communication skills (verbal and written)

Resource Type	Minimum Yrs Exp in Role	Total Experience		Role Description	Qualifications
Network Specialist 2	4 Yrs	5 Yrs	i.	relationship with other projects within the context of a given program	All selected responsibilities associated with Network Specialist - Level I
			ii.	Understand latest architecture, technology, solutions, and industry trends	Provide expert level hands on network infrastructure support for the enterprise-wide data communications network
			iii.	Serve as part of the team which is responsible for high level architecture and design of project solution	Maintain continuous operations for 24 X 7 network
			iv.	Serve as the key client-facing technical resource and focus on systems rather than on specific technologies	Perform installation, configuration, maintenance and operation of network equipment, cabling system, monitoring software and specialty appliances
Project Manager 1	2 Yrs	3 Yrs	i.	Prepare project definition, scope documents with guidance from management	Proficiency in analytical, organizational, project management, interpersonal and communication skills (written and oral)
			ii.	Manage all project work plans, update schedules and report progress against plan	Knowledge of industry standard PMO methodologies
			iii.	Prepare budget estimates with guidance from management and track ongoing project expenses	Proficiency in using project management tools (e.g., Microsoft Project) and techniques to develop project plans
			iv.	Prepare communications to senior management through guidance from senior project manager or development management	Ability to perform detail-oriented business and technical analysis to discover, refine, and document the requirements for technically-oriented projects
Project Manager 2	4 Yrs	5 Yrs	i.	Perform all responsibilities of Project Manager - Level 1	Advanced knowledge in the assigned business area discipline such as engineering or information technology
			ii.	Brainstorm and define the structure for detailed project plans	Project Management Professional (PMP) certification preferred
			iii.	Ensure on-time execution and delivery of large projects according to project plan and budget	Advanced proficiency in automated project management tools such as Microsoft Project
			iv.	Manage costs, budget, and schedule of assigned projects	management, interpersonal and communication skills (verbal and written)
Systems Analyst 1	1 Yr	3 Yrs	i.	Support research, planning, and recommendation of software and system choices to meet business needs	Advanced technical proficiency in using a wide range of software applications and products
			ii.	concerns and translate them into system development requirements	Strong analytical skills, excellent interpersonal and communication skills (written and oral)
			iii.	Interact with software developers to keep track of system development	Demonstrated ability in IT analysis methodologies (i.e. process flow definition, data flow diagramming, etc.)
			iv.	Participate in planning initiatives, feasibility studies, cost/benefit analyses, new systems design, and implementation timelines	Demonstrated ability to work effectively with all levels of staff, customers and other IT personnel
			i.	All selected responsibilities associated with Systems Analyst - Level I	Advanced technical proficiency in using a wide range of software applications and products
			ii.	Define internal customer needs and required functionality early in the system development cycle	Advanced knowledge of internets, intranet, and extranet systems design, database design, and network architecture

Resource Type	Minimum Yrs Exp in Role	Total Experience		Role Description	Qualifications
Systems Analyst 2	3 Yrs	5 Yrs	iii.	Prepare detailed systems specifications for translation into structured applications with the necessary interfaces into other systems or across platforms	Certification in System and/or Data Management a plus
			iv.	Design systems test requirements to ensure fail-safe integration of the program into the production system	Strong analytical and communication skills (written and oral)
Business Analyst 1	1 Yrs	3 Yrs	i.	Analyze business processes and systems, identify inefficiencies and/or required controls, document procedures, track key performance indicators	Basic knowledge of technologies relevant to the engagement
			ii.	Collaborate with internal and external customers to elicit their business concerns and develop workable solutions	Advanced proficiency using various Microsoft Office and/or Lotus desktop product
			iii.	Participate in planning initiatives, feasibility studies, cost/benefit analyses, and new systems design	Strong analytical skills, excellent communication skills (written and oral)
			iv.	Work with QA team to prepare test scenarios and data	Demonstrated ability in IT analysis methodologies
Business Analyst 2	3 Yrs	5 Yrs	i.	All selected responsibilities associated with Business Analyst - Level I	Advanced knowledge of technologies relevant to the engagement
			ii.	Participate in the creation of a catalog of key performance indicators and the documentation of their supporting business requirements, data models, calculation rules, and metadata	Advanced knowledge of SDLC methodology and Modeling
			iii.	Lead system feasibility studies, cost/benefit analyses, and new systems design	Advanced proficiency in analytical, project planning, negotiating, interpersonal, and communication skills (written and oral)
			iv.	Gather and drive stakeholder requirements and product vision through the planning, analysis, development, and testing phases	Ability to perform cost-benefit analysis, trending, forecasting, and financial analysis
Senior Program Manager	16+ Yrs	16+ Yrs			
			i.	Develop a program Master Program Plan, which defines how the program will be executed, managed and controlled	Extensive industry experience across organizations / industries, And / or, Project Management certification from industry recognized body
			ii.	Manage large, complex, account programs to provide a defined deliverable(s) to specification-	Experience in strategic business planning and in strategic business partnerships
			iii.	Conduct agency and vendor discussions in order to facilitate agreement on terms for changes to the scope of the program to support-commercial viability and to set realistic expectations	Extensive experience in large, complex, and sensitive Project Management or Technical Management roles

Resource Type	Minimum Yrs Exp in Role	Total Experience		Role Description	Qualifications
				schedules, monitors progress through development and testing, and monitors that project deliverables are provided using leading practices and are of an appropriate quality. Function as coordinators. Manage the partnerships and handle escalation issues. As Program Manager overseeing multidimensional projects, they develop reports on progress, support readiness, recommend enhancements and guide the release toward quality work goals	Extensive experience in managing technical teams in a variety of functions or industries and/or managing customer portfolios in a Technology group
Program Manager	1 Yrs	15 Yrs	i.	Designs, plans, and coordinates work teams. Follows standard project management industry practices such as the PMI's framework.	Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals.
			ii.	Follows standard project management industry practices such as the PMI's framework.	A certain degree of creativity and latitude is required.
			iii.	Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics.	Works under limited supervision with considerable latitude for the use of initiative and independent judgment
			iv.	Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan.	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected